

### Position Summary

Under the general supervision of the Section Chief of Special Projects of the Bureau of Management Services, this position functions as the statewide contract officer for the Division of Vocational Rehabilitation and in that capacity directs, develops and monitors services agreements, specialized contracts, collaborative agreements, as well as monitoring activities under the Independent Living programs. This includes Innovation and Establishment grants allowable under the Rehabilitation Act. The position is also responsible for developing and monitoring other procurement methods and programs on a statewide basis to meet vocational rehabilitation and independent living service needs of people with disabilities. These include fee for service arrangements developed through requests for proposals or request for bids, and other specialized arrangements. The volume of VR programs and services that this position coordinates and implements is estimated at \$18 million annually. The position develops targeted area service agreements, compliance documents, and conducts site reviews. The position plans, coordinates and conducts training for service providers, monitors DVR's service agreements, reviews Affirmative Action Plans of providers to assure meeting Chapter 16 requirements, reviews and monitors Criminal Background Mitigation Plans, service agreement appeals and complaints, and the vendor vetting process. The position also provides planning, technical assistance and consultation to VR service providers, DVR Administration and local WDA Directors and staff in the contract compliance and development process. This position is actively involved with DVR automated systems and process improvements. Quality Assurance, Customer Service and active communication with Senior DVR management are key components of this position's requirements.

### Goals and Worker Activities

- 50%    A.    Develop, monitor and maintain statewide service agreement documents and special contracts required to implement purchase of services for DVR programs.
- A1.    In collaboration with Division staff, conduct needs assessment analysis to determine appropriate contracted service plan for all contracts and procurement activity.
  - A2.    In collaboration with Division staff, develop methodologies to analyze fiscal policy and programmatic issues including surveys or other analysis to ensure program deliverables. This involves analysis of federal and state laws and program issues to identify priority policy questions and procedures needing study.
  - A3.    Formulate policy and procedures, make recommendations, and provide consultation to Division management for improvements on policy and procedures to assist in achieving the division/department strategic priorities.
  - A4.    Draft statewide contract language for the provision of core services by outside stakeholders and providers. Identify standards of performance and align with established priorities.
  - A5.    Provide quality customer service in resolving complaints and conduct investigations regarding contract compliance issues which may lead to approval, denial or canceling services with the provider.

- A6. Report and recommend to DVR management the close out, finalizing, canceling of balances, or adjustments to special contracts, as appropriate.
  - A7. Identify and work to resolve critical quality assurance issues related to service agreements/MOU's/MOA's, etc.
  - A8. In collaboration with the QA unit, develop and refine a service agreement report card on employment outcomes, timeliness of services and customer satisfaction surveys of statewide services purchased from providers.
  - A9. Review and process all Criminal Background Check situations reported by providers, conduct thorough analysis of mitigation plans, recommend to management a plan that ensures safety to DVR consumers and spot check monitoring plans for compliance.
  - A10. Develop and evaluate local service provider vetting system with WDA Managers involving interview and qualitative review prior to local contract approval.
  - A11. Review and process Service Agreements in a timely manner.
  - A12. Participate in or review and follow-up on all fiscal and program audits pertaining to contracts and service agreements for DVR.
  - A13. Analyze and review vendor invoices to assure adherence to contract provisions and authorize payment of special vendor invoices.
  - A14. Provide vendor documentation for vendor audits. Confirm revenues received by vendor for vendor fiscal year.
- 20% B. Provide specific detail, technical, consultative and training services to public, private, and voluntary agencies or organizations to enhance and improve the statewide DVR purchase system.
- B1. Review laws, policies, procedures and appropriate literature in assigned subject area.
  - B2. Identify and recommend to DVR administration, problems and critical program issues for study.
  - B3. Provide information to answer questions about VR service agreements, special contracts, and related.
  - B4. Identify training needs of staff and develop or coordinate development of appropriate training materials.
  - B5. Conduct training programs and make presentations at conferences.

- B6. Draft content for external reference by consumers, stakeholders and service providers on Division/Departmental website and other electronic communication tools.
  - B7. Plan, coordinate and conduct service provider training and develop Agenda, reference materials, and information on procurements, authorization of services and contractual requirements.
- 20% C. Develop, maintain, and implement a statewide program evaluation system to assure that DVR service providers meet required program and contractual standards.
- C1. Identify, analyze and advise management on most efficient and most cost-effective procurement methods of needed services. Review and analyze proposals for adherence to specifications.
  - C2. Assure necessary documentation to meet requirements of State Single Audit Guidelines.
  - C3. Develop and maintain contract file system to include original signed contract(s), program monitoring reports, copies of processed invoices and reconciliation information as appropriate, Provider Affirmative Action Plan (if required), Provider Audit Report (if required), and any other miscellaneous correspondence.
  - C4. In collaboration with DVR management, develop and maintain a provider evaluation system that meets DVR program compliance requirements.
  - C5. Coordinate the evaluation process and schedule site visits as necessary.
  - C6. Coordinate report of findings with recommendations of alternatives, options or conclusions for final approval/disapproval to management.
  - C7. Review service provider Affirmative Action Plans and determine if additional information is needed, if the Plan meets the States requirements for acceptance, or if provider's exemption request meets requirements for acceptance. Issue letter to provider indicating result of review.
  - C8. Review annual service provider audit reports for contract compliance.
  - C9. In collaboration with other Division staff, conduct surveys or other analysis to ensure the program delivery is satisfactory to consumers.
  - C10. Use Wizard reports to monitor fiscal impact of contracts.
  - C11. Review and analyze method used to determine rate of payment for purchases of a significant amount as determined by fiscal purchasing procedures.

5% D. Develop and maintain systems for monitoring the Independent Living Programs under IL- Part B and IL- Part C of the Vocational Rehabilitation Act.

- D1. Lead quarterly and annual program reviews of Independent Living Centers, compile and develop write recommendations for change specific to program and regulation compliance issues.
- D2. Attend and contribute to statewide meetings for IL partners to review progress, address current needs and provide training on. issues related to specific projects.
- D3. Investigate program deviations as a result of individual project analysis and effect remedies for resolutions.
- D4. Provide training and technical assistance to WOA directors related to their collaborations with IL partners in their area.
- D5. Draft interagency agreements and contract specifications for innovation and expansion projects to serve mutual consumers.
- D6. Provide ongoing technical assistance to improve quality of reporting and program compliance.
- D7. Maintain project planning forms and monitoring records on the DVR computer/record system.
- D8. Develop and collect customized data sets to evaluate goal attainment and implementation effectiveness.
- D9. Develop evaluation criteria and reports for DVR management and collaborating funding agencies.
- D10. Review and disseminate all program and fiscal findings of federal and state monitoring or audit reports and collaborate with partners to correct deficiencies.

5% E. Provide consultation and development for IRIS Service Provider and related systems enhancements.

- E1. Identify IRIS system opportunities and issues and recommend changes of improving system performance.
- E2. Provide business consultation to BITS program development staff to identify opportunities and issues in IRIS Service Provider system design and logic.
- E3. Advise senior leadership management on proposed system development or modifications in response to changing business needs to improve IRIS Service Provider end user service delivery.

- E4. Develop test plans and use them to test system changes in the test environment prior to moving changes to the production environment.
- E5. Develop, review, and recommend long and short-range automation plans consistent with business program objectives and IT plans.
- E6. Conduct professional training on IRIS Service Provider system changes for end users. Assist on updating IRIS User Manual with IRIS Service Provider system changes.

#### Knowledge and Skills

1. Extensive knowledge of federal/state policies/practices and reporting of Vocational Rehabilitation programs and independent living programs.
2. Knowledge of data systems and management information.
3. Knowledge of technical literature and research utilization.
4. Knowledge of vocational rehabilitation casework practices.
5. Knowledge of group dynamics and conducting meetings.
6. Knowledge of state, federal, and local fiscal systems.
7. Knowledge of community rehabilitation providers and rehabilitation organizations—public private, voluntary.
8. Knowledge of state and DWD contracting requirements, contract appeals and resolution.
9. Skill in working in teams to achieve objectives.
10. Ability to effectively express self verbally and in writing.
11. Skill in time management techniques.
12. Ability to synthesize complex statutes, rules and regulations to a lay audience.
13. Ability to use data tracking systems, Excel, Access and WISARD programs to aggregate monthly, quarterly and annual reports for senior management.